

Manager Separation Checklist for Voluntary Separations and Retirement

Refer to the checklist to confirm the completion of separation steps and communicate the following details to employee:

1. Resignation/Retirement Notice

- Employee notifies of separation/retirement, specifies the date.
- Verify manager is using the correct separation checklist. Other checklists: [transfer to another state agency](#), [transfer to another position in the same state agency](#), [involuntary separation/termination](#), or [separation due employee death](#).
- Obtain written resignation/retirement notice from employee; if verbal, confirm by email if you do not receive the [CAPPS](#) system-generated email confirmation.
- Send notice or email confirmation to HR_PCM@hhs.texas.gov.
- If retiring, instruct employee to contact [ERS](#), if not already done.
- If retiring, notify employee of 90-calendar day waiting period required before returning to state employment.
- For retirement gift, email Retirement_Service_Award@hhsc.state.tx.us.

2. Network, System and Telecom Deactivation

- To ensure employee's network/access is terminated on their last physical work day, within **two business days** prior to employee's last physical work day, start the process to terminate network, system, telecom, and other access. Request removal of access to various applications, emails, and software using the links below:
 - For [HHSC \(non-facility or legacy\)](#):
 - In [Enterprise Portal](#), **Manage Staff** tab
 - In [IAMOnline](#), **Supervisor Dashboard**>Manage User Access
 - [IT001 Form](#)
 - For [HHSC State Hospitals](#), use [DSHS Network Access Form IT003](#) (contact your [Facility Automation Manager](#)).
 - For [HHSC State Supported Living Centers \(SSLCs\)](#), use HHSC IT Form IS777 (contact your SSLC Facility Manager).
 - For [DSHS](#), use [DSHS Network Access Form IT003](#).
- Open a [Help Desk](#) ticket to deactivate telecom services and retrieve devices (e.g., desk phone, softphone, call center). **Note:** Open a second Help Desk ticket to retrieve hardware such as laptops, computers, or tablets. Refer to Section 11 for requirements to transfer assets.
- For other applications or resources not submitted via [IAMOnline](#), [Enterprise Portal](#), or [Help Desk](#), submit service request to program area third-party point of contact to remove access to any program area, third-party or non-HHS vendor systems. **Note:** Follow specific department processes for terminating such access.

If unsure how to submit a request, contact the [Help Desk](#) for assistance.

3. Leave Balance Options

- Inform employee of available options for leave balances, per [HHS HR Guidance](#). **Note:** Retirees cannot use leave past their effective retirement date.

Sick Leave:

- Unused sick leave is not paid out upon separation.

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- Option to donate unused sick leave via form [HR0508](#), Sick Leave Pool Contribution. Employee can navigate to the **Employee Self Service** section in [CAPPS](#), select the **My Time & Leave** link, and follow the instructions under the **Donate to Sick Leave Pool** option. **Note:** Retirement sick leave being used for retirement purposes cannot be donated, retiring employees should contact [ERS](#) before donating.
Alternatively, manager may facilitate donation in [CAPPS](#). Navigate to the **Manager Self Service** section, select the **Time and Leave Management** link, and choose the donating employee. Use time reporting code (TRC) "SCKPD" and enter the agreed-upon number of sick leave hours.
- If employee returns to state employment within 12 months after the end of the month following employee's separation, the leave balance will be reinstated, minus hours donated. Employees returning to the same state agency must have a break in service of at least 30 calendar days since their date of separation, and not more than 12 months, to have sick leave reinstated.

Vacation Leave and FLSA Overtime:

- Employee has the option to use a portion of vacation leave for continuous payroll and receive a lump sum for remaining balance.
- CAPPS automatically pays out vacation and FLSA overtime for an eligible employee. An [eligible employee](#) may request a lump sum payment for FLSA overtime leave balance via **Employee Self Service** in [CAPPS](#) by entering those hours in the **Request Payment of Hours** box on the **Employee Timesheet**.
- Vacation lump sum is processed after 30 calendar days off payroll.
- Employee has the option to roll lump sum into 401(k) or 457 Tex\$a\$aver account by completing the [Request for Deferral of Lump Sum Payment](#) form, available in [CAPPS](#) under **Service Center Featured Links > Policies and Forms**. Employee must fax (1-833-245-3659) or email (HHSServiceCenter.Benefits@ngahrhosting.com) the completed and signed form to the Service Center.

4. CAPPS Separation Request

- Instruct employee of the option to submit separation request via **Employee Self Service** in [CAPPS](#). The supervisor receives an email with separation date, leave balance processing preference, and last day physically worked. **Note:** [CAPPS](#) allows separations up to 30 days before the separation date, a reminder email will be sent to the supervisor if not processed prior to the payroll deadline.

5. Benefit Adjustment Procedures

- Inform employee with a [Tex\\$a\\$aver Spending Account](#) that Tex\$a\$aver will not reimburse post-termination health expenses unless continued through [COBRA](#). Claims for participating year-end expenses must be filed by the calendar year's end.
- For deferred compensation accounts (401[k], 457, or loans), contact Empower Retirement at 1-800-634-5091.
- Non-retiring employees seeking retirement contribution withdrawal should contact [ERS](#) at 1-877-275-4377.

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<input type="checkbox"/>	Return-to-work retirees should complete specified section of RTW Retiree Benefits Election Form marked "Complete this section only upon termination of return to work retiree.", in CAPPS under Service Center Featured Links > RTW Retiree Benefit Election Form . Submit completed and signed form to Service Center by fax (1-866-245-3659) or email (hhsservicecenter.bef@ngahrhosting.com) before the 15 th calendar day of the retirement month.
<input type="checkbox"/>	Instruct employee to access ERS and update home/ mailing address, if necessary.
6. Timesheet and Leave Balances	
<input type="checkbox"/>	Instruct employee to update and validate leave balances and record time up to their separation or retirement date in CAPPS Employee Self Service (My Time and Leave > Employee Timesheet) .
<input type="checkbox"/>	For FLSA-nonexempt employees separating after the 2 nd day of the month, instruct them to certify previous month's timesheet in CAPPS Employee Self Service (My Time and Leave > Employee Time Certification) . Note: If employee is unable, perform certification on their behalf in CAPPS, Manager Self Service (Time and Leave Management > Certification) , and click E-Sign & Certify .
<input type="checkbox"/>	Validate time entries, approve leave requests, and clear leave balances. Address exceptions in CAPPS Manager Self Service (Time and Leave Management > Manage Exceptions) , choosing employee, and clicking Continue for updates.
<input type="checkbox"/>	Exhaust eligible and agreed-upon leave balances by choosing appropriate TRC on employee's timesheet, ensuring employee remains on the payroll. Notes: <ul style="list-style-type: none"> • CAPPS automatically pays out vacation and FLSA overtime balances for eligible employees. • Exhaust all other remaining balances using the appropriate TRC. • For retiring employees applying accrued sick leave as service credit, use the "SICKL" TRC (Sick Leave Lost). • Refer to the Time and Leave User Guide for relevant TRCs.
<input type="checkbox"/>	Click E-Sign & Approve .
7. CAPPS Access After Separation	
<input type="checkbox"/>	Inform employee that CAPPS access will continue for 24 months after separation using their former employee ID and password. During this period, employee can log in to CAPPS to perform various actions, including viewing a personal information summary, changing mailing addresses, updating email addresses and phone numbers, accessing earnings statements, and modifying online W-2 choices. Additional options for those with electronic W-2s include viewing, requesting reissue, downloading, and printing W-2 forms.
8. Mailing Address & Electronic Consent - W-2 and/or W-2c Forms	
<input type="checkbox"/>	Instruct employee to confirm their mailing address for accurate final paycheck and W-2 delivery by accessing CAPPS Employee Self Service (My Profile > View My Personal Information) .

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- Instruct employee on opting for electronic W-2 delivery by accessing [CAPPS Employee Self Service \(My Pay > W-2/W-2c Consent\)](#) and following the on-screen instructions for electronic receipt.

9. Exit Survey

- Inform employee that, post-separation via [CAPPS](#), they can participate in the State Auditor's Office online exit survey. A letter from the Service Center will be issued, including the survey web address and a unique ID. **Note:** The ID is single-use and time-sensitive, valid for 30 days only.

10. Employee Records

- Direct employee to review both paper and electronic personal records, including emails and files in OneDrive or SharePoint, before exiting their role.
- Request the transfer of identified records to you or your designee before separation, using methods such as paper copies, email, or saving to a shared file location. **Note:** For questions about retention policies, contact the [HHS Records Management Office](#) at records@hhs.texas.gov or call 512-424-6986.

11. Collect and Transfer State Property

- Obtain a list of property issued to employee by navigating to the **Manager Self Service** section in [CAPPS](#). Either access the **Track Agency Property** link, or go to the **Reporting** link, then click on the **Agency Property Report** link under **Track Agency Property Reports** to generate the report.
- Collect all property from employee, including any state credit cards, and update the **Track Agency Property** page to confirm receipt.
- Follow agency or location guidelines to return state property. **Note:** For state-issued wireless telecommunication devices (e.g., smartphone/iPhone, MiFi/hotspot, basic/flip cell phone, iPad/tablet) collect and cancel or suspend services as per the [HHSC Wireless Telecommunications](#) process.
- Transfer all tagged and inventoried assets (e.g., computer equipment) assigned to employee to their immediate manager or supervisor. **Note:** A designated property point of contact can be appointed at the manager's or supervisor's discretion.
- Complete the asset management form [HHS-AM01](#) during employee's exit interview and submit it as directed on the form. **Note:** Direct questions regarding this process to the appropriate [Asset Management Office Contact](#) for your area.

12. Terminate Physical Access

- Submit service request(s) for termination of access to buildings, data centers, and restricted areas following the outlined procedure at <https://hhsconnection.hhs.texas.gov/building-services/building-access-badging>.
- Collect all electronic access card(s) and return them to [Regional Administrative Services \(RAS\)](#) for regional facilities or the Business Services Officer for State Office facilities. In case of urgency, contact facilitymanagement@hhsc.state.tx.us or call 512-424-6970.

13. Record Employee Separation in CAPPS

You will No Longer have Access to Employee Record in CAPPS after Completing this Step

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Refer to the checklist to confirm the completion of separation steps and communicate the following details to employee:

- To begin separation in [CAPPS](#), navigate to the **Manager Self Service**, click on **Separations & Retirement**, and select **Voluntary Separations** or **Employee Retirement**. Choose employee's name to start the separation process. Determine and enter the **Separation Effective Date** by identifying it as the day following employee's last physical workday. If employee is running out leave, use the day after their final day of leave on payroll. **Note:** If employee's last working day falls on a Friday or Saturday, the separation date will be the subsequent day (Saturday or Sunday, respectively). In cases where the month concludes on a weekend, or if employee's last workday or the end of paid leave is on the Friday before month-end, the separation becomes effective on the first day of the following month.
 - Enter the **Last Date Physically Worked**.
 - Select the appropriate separation reason from the dropdown menu. For retirement, the reason is auto-populated.
 - If not already done, complete the Time and Leave processes (refer to Step 6: Time and Leave Balances) before finalizing the separation.
 - Validate the information and select **Submit**.
 - Notify the HHSC IT Consolidated [Help Desk](#) at 512-438-4720 or 855-435-7181 of employee's separation.
 - Review the Payroll Calendar in [CAPPS](#) (under **Service Center Featured Links > Payroll Calendar**) to determine if employee has been overpaid for the pay period in which they are separating. If so, contact the Payroll Time, Labor & Leave action box at PTLLaction@hhs.texas.gov.
- 14. Access and Manage Employee Records**
- Contact the HHSC IT Consolidated [Help Desk](#) at 512-438-4720 or 855-435-7181 to request access to employee's account(s) and personal network space containing state records.
 - Review and retain essential emails/files for records retention compliance.
 - Safely dispose of eligible records and non-record content received from employee, adhering to the [records retention schedule](#) while appropriately preserving the remaining records.
- 15. Verify Employee Access Termination**
- Confirm the successful termination of employee's access credentials within 48 hours after notifying the HHSC IT. Log into Outlook and verify the user no longer shows up in the Global Address List. Login to [IAMOnline](#) and [Enterprise Portal](#) to verify employee's access is disabled or employee no longer shows up as one of your reports. **Note:** Follow specific department processes for verifying access termination.

Links to Additional Resources

HR Policy and Guidance:

- Resignation ([Policy](#) & [Guidance](#))
- Retirement ([Policy](#) & [Guidance](#))

SharePoint:

User Guides:

- [Separations and Retirements](#)
- [Time and Leave](#)
- [My Profile](#)
- [My Pay](#)

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